



## *Technology Plan 2005 - 2007*

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### **1. Mission Statement**

*The mission of the Park City Library is to provide: customer service that exceeds expectations, information in a variety of formats that educates, inspires, and entertains, and a welcoming environment for lifelong learning linking Park City to the world.*

Technology assumes an important role in actualizing the vision of the mission statement. The provision and processing of electronic information requires the Library to obtain appropriate equipment, make proper use and support of the equipment, and educate staff and patrons in the use of both the equipment and the information services it allows. Park City Library is dedicated to the provision and access of information that meets and exceeds the expectations of the community.

Park City Library embraces its role as information provider for the Park City community. Park City is home to over 7,800 people. This number does not include a seasonal workforce or a substantial tourist population. Additionally, the Library serves a patron base of seasonal homeowners, year round residents, as well as public and private school students. A growing Hispanic population requires Spanish language materials, programs, and resources. Meeting the information needs of this diverse community means the library must incorporate electronic services and technologies that access internal networking as well as global communication. Patrons of the library expect to find a full array of information resources and services which expand both the reach and the role of the library as the information provider for the community.

## 2. Existing Technology

The Park City Library currently utilizes thirty-five individual computer workstations. Two of these stations facilitate circulation while four patron terminals access the Library's catalog. Fourteen Internet workstations are available for community use as well as a word processing workstation which offers Microsoft Word. Additionally, a staff-only reference workstation accesses the Internet and word processing along with a public reference workstation. The Library added a filtered Internet workstation to the Children's Library which compliments an existing children's educational CD station. The fourteen public Internet workstations are protected by security software and each station is under the control of Pharos network printing and timing/reservation software. Library staff utilizes nine additional networked workstations. A laptop computer is also available for staff use along with an Epson data projector and mounted projection screen. An Internet connection is also available in the Library's meeting room.

All computer installation, maintenance and upgrades are provided by Park City Information Technology Department while new purchases are the budgetary responsibility of the library. Daily maintenance, troubleshooting, installation of upgrades concerning TLC, the Library's automation software and hardware, and printing/reservation software are the responsibility of the Library Technical Assistant. Additionally, all network administration, and technical support are provided by the Park City Information Technology Department. Please refer to the table on following pages for a description of current equipment. **Attachment 1**

The library's servers are connected to individual computers with 10BaseT Ethernet. The library's network infrastructure includes 100 mbp capacity and a fiber optic connection to the Park City Wide Area Network (WAN). All library workstations connect to a Cisco Catalyst 4000 switch which provides increased network speed and bandwidth. The switch connects to a UEN router which allows all Library computers to be on UEN's network as well as the Park City WAN. Firewalls are in place to isolate library computers from the city's WAN and to protect library computers from external interference. Additionally, a firewall is planned for use between the public Internet stations and library staff computers.

A T1 line connects the Library to the regional Utah Education Network (UEN) which then links the library to the Internet backbone. Qwest provides a frame relay switch for the library's Internet connection. The library has successfully obtained E-Rate discounts for its Internet services.

Word processing, e-mail, and financial applications are available to all city departments through the WAN. Technical support for Library Solution software is purchased from The Library Corporation and is available via phone or e-mail seven days per week with twenty-four hour servicing available per contract.

The Library has a stand-alone video magnification system, Telesensory VM610, with a twenty inch monitor for use by vision-impaired patrons.

The servers were relocated to a temperature controlled data room on the second floor of the library. Wireless access and laptop plug-in capability was also added as part of the expansion. The library now filters all Internet access through a proxy server hosted by Utah Education Network (UEN).

Each of the listed workstations is part of the city's rotating cycle for replacement and upgrading.

### **3. Goals and Time Line**

#### **YEAR 1: 2005**

##### **Objectives:**

1. Explore RFID technology to determine costs and integration with existing software.
2. Continue to evaluate filtering software options and assess the impact of current filtering on Internet speed.
3. The Library will add access to Gale's NoveList database through its website.
4. Install upgrades to city maintained machines.
5. Install upgrades and enhancements to our automation system and reservation/print management software.
6. Add laptop plug-in Internet service.
7. Offer wireless networking for public use.
8. Enhance and update website.

#### **YEAR 2: 2006**

##### **Objectives:**

1. The Library would like to add an additional Internet station in the Teen Area.
2. Continue to update Library website.
3. Install upgrades to city maintained machines.
4. Install upgrades and enhancements to our automation system and reservation/print management software.

5. Evaluate the need for additional Internet computers based upon use data and comparisons to similar sized libraries.
6. Research the cataloging software options.

### **YEAR 3: 2007**

#### **Objectives:**

1. Enhance and update Library website.
2. Install upgrades and enhancements to our automation system and reservation/print management software.
3. Request funding to purchase additional computers for public Internet access if prior year's assessment deems necessary.
4. Implement appropriate new technologies as they become available.

## **4. Budget**

The library receives its operating budget from the Park City Municipal Corporation General Fund. Additional revenue comes from an active Friends of the Library organization, Library Foundation and patron donations. Technical support, network administration, hardware upgrades, and City software licenses are provided by the Park City Information Technology Department and therefore provision of these services is not included in the Library operating budget. The table below indicates the items that the Library specifies in its technology funding:

<b>Three Year Technology Projections for Park City Library</b>			
<b>Ongoing Annual Costs</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
<b>Internet Access</b>	*E-Rate discounts of \$1485.58 for Internet access secured for this year	*Without E-Rate discount: \$3000.00+	* Without E-Rate discount: \$3000.00+
<b>Support and Maintenance Fees</b>			
TLC	8993.00	8993.00	8993.00
Kid's Catalog	795.00	795.00	795.00
Pharos Support	1040.38	1040.38	1040.38
Pharos Maintenance	151.50	151.50	151.50
<b>Proprietary Internet Licenses</b>			
OCLC Online Subscription, Cataloging, ILL	5777.63	5196.00	5403.84
Microsoft License Upgrades	N/A	1072.00	N/A
ReferenceUSA	2140.00	2140.00	2410.00
NoveList	600.00	600.00	600.00
<b>Workstations &amp; Peripherals (New Purchases)</b>	6500.00	6500.00	6500.00

\*Maintaining E-Rate discounts is currently under investigation by the Library Board. The full impact of the Children's Internet Protection Act (CIPA) on the community and Library is being studied. The Library would need to absorb the loss of funding from E-Rate discounts if this program were discontinued. Likewise, the cost of installing and maintaining filtering software is not only a budgetary issue, but a philosophical one as well. Additionally, if the Library discontinues E-Rate funding and compliance with CIPA, it will also lose access to other sources of federal technology funding and all state funding. Each of these considerations is being carefully weighed for its impact upon the community of library users.

## **5. Training for Staff and Community**

Training for staff on citywide programs is available through the Information Technology Department. Additional training on Internet searching, online catalog, reference databases, and new technologies is provided by the Reference and Adult Services librarian. Bibliographic

utilities training is available from BCR and is purchased as needed. Patron training on connecting and utilizing the online catalog, searching the Internet, and using the reference databases will be provided by a series of workshops given in the Library. The workshops will be provided by the Reference and Adult Services librarian. Library staff currently assist individual patrons in the use of the Internet, reference databases, and word processing. The Library recognizes the need to have an informed and capable staff, and therefore encourages participation in training programs offered by BCR, ULA, the State Library, and City resources. In-house training is offered to staff on Internet searching strategies, and individual products. Internet classes for senior citizens are also provided.

## **6. Evaluation**

New technologies and upgrades accomplish little if the user interface is awkward or cumbersome. The benefits and deficiencies of any new technology, interface, program, or device is constantly being weighed and evaluated by Library personnel and the Information Technology Department.

Usage statistics will be an integral part of the Library's website just as Internet usage statistics within the Library guide the acquisition of new Internet stations. Additions to the Library's website in the form of guides, proprietary databases, and further links will also be evaluated by staff and by monitoring reference requests from library patrons to determine which subject guides and information is most valuable to the community. All survey results, documentation, and decisions resulting from them will be readily available to the public so that justifications, records, and planning efforts and expenditures are a matter of record.

Library services will keep pace with the needs and demands of the community. Park City Library incorporates the population dynamics of its service community into all phases of its technology planning and implementation. The Library strives to place needed information technology and services into the hands of all members of the community. In support of this objective, patron requests, population dynamics, usage statistics, and patron feedback will be the assessment tools used to monitor need and subsequent provision of all technologies.